



WELLSPRING

Catering Team

Allergen Procedure

Wellspring Academy Trust believes in providing high quality food that is safe to eat for students, staff and visitors. We are therefore committed to reducing the risk with regards to the provision of food and the consumption of allergens which could lead to an allergic reaction by complying with all relevant Food Regulations and implementing a consistent Trust wide approach.

We acknowledge that the successful management of allergens requires the commitment and support from all employees. To achieve this we will:

- Work closely with our supply chain to ensure accurate information on all products that may contain allergens.
- Maintain a database of all our recipes, clearly listing ingredients and highlighting those containing allergens.
- Work closely with our academies in assisting in the support of learners with known allergies, including meeting with parents to discuss any special requirements.
- Display signs that encourage our students, staff, and visitors to ask about allergens in the foods being served.
- Ensure that the catering teams have the necessary training and information to provide accurate guidance on allergens.
- Through good hygiene practices and adhering to Hazard Analysis and Critical Control Points (HACCP), reduce the risk of cross contamination in our kitchens.
- Audit our operations to ensure the above policy and practices are working effectively and review the policy as necessary.
- Operate as far as is practical a nut free environment within our kitchens.

Food Safety Roles & Responsibilities

Schools will:

- As data controllers, collect information of pupils with food allergies and intolerances, ensuring this information is kept up to date.
- Identify those pupils with food allergies and intolerances that are recorded in Arbor and inform the Regional Catering Operations Manager, in order that a full and comprehensive capture of information can be made on the Food Safety Management, Special Diets Information/Allergen Form.
- For primary/infant schools, ensure a process of identifying pupils with special dietary requirements, such as lanyards or wrist bands. Ideally this process should not be based solely on photographs or teachers identifying the pupil.
- Ensure that all staff and lunchtime assistants are adequately trained on allergens and the school's procedures.
- Educate pupils about allergies and to support peers with special diets.

The Regional Catering Operations Manager will:

- Ensure that all academies have implemented the Allergen Procedure.
- Meet with parents of **RED** category (see page 4) pupils to discuss and agree requirements where appropriate.

The Catering Compliance Manager will:

- Audit the catering unit annually to ensure the effectiveness of the Allergen procedures.

The Catering Lead will:

- Ensure that the Allergen Procedure is followed at Catering Unit level.
- Liaise with the school to identify which students have special dietary needs and use the school's procedures to identify them (i.e. through wristbands, lanyards)
- With the Regional Catering Operations Manager, meet with parents of RED category pupils to discuss any individual requirements. Agreed outcome from any meetings to be recorded on the Special Diet Form.
- Ensure that where there are any **RED** category pupils the correct procedures are followed at all times.
- Ensure that all staff are aware of all information relating to students and their allergies.
- Follow all approved recipes to ensure that allergen information is correct and up to date.
- Complete the manual allergen matrix when producing dishes, using information from recipes and ingredient packaging.
- Ensure that the all-allergen matrices are reviewed and kept up to date to reflect any changes to recipes.
- To ensure that all allergen matrices are signed and dated when completed and/or reviewed.
- Check product packaging before use/consumption as the packing will carry the manufacturer/suppliers up to date information and update allergen information as necessary.
- Wear as instructed any protective clothing or uniform which is supplied by the Academy or trust in the interest of food safety.
- Complete the Trust allergen training and ensure all catering staff have been trained.
- Immediately report any concerns or issues to their Regional Catering Operations Manager.

All Catering Unit staff will:

- Ensure that they follow the correct procedures detailed in the Allergen Procedure to ensure the safety of pupils.
- Cooperate with the Trust on matters of allergen management and control, including completing any training and reporting any concerns to their manager.

The Parent /Carer will need to:

- Inform the Academy of their child's allergy/intolerances as soon as possible.
- Complete the Special Diets Information/Allergen Form and return to the school, providing a medical support for food allergies.
- Where necessary meet with the Regional Catering Operations Manager/Catering Lead to discuss any specific requirements relating to their child's allergy. Information from these meetings to be recorded on the Special Diets Information/Allergen Form by the Regional Catering Operations Manager/Catering Lead.
- Inform the School/Academy of any changes.

The Pupil will:

- Work with the catering team to follow agreed procedures relating to foods.
- Take care to knowingly avoid any foods which may cause an allergic reaction.

Managing Special Diets

The Catering Lead has overall responsibility for the implementation of the allergen and special diet menus within their academy.

This Section explains the key areas that need to be managed:

- Identification of key allergens
- Identification of special diet
- Food Production and service

- Hospitality catering
- Allergen investigation
- Team and training
- Documentation
- Dealing with a reaction

It is important for the safety of our pupils, staff and visitors that each Academy has accurate and relevant allergen information on the foods that it produces. The information on the 14 allergens will be recorded on Trust recipes and Academy Allergen Matrices.

14 key allergens:

Allergen	Example Foods
Peanuts	Sauces, pesto, cakes, desserts, ground nut oil, peanut flour
Nuts	Sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils
Fish	Salad dressings, pizzas, relishes, fish sauce, you might also find fish in some soy and Worcester sauces
Eggs	Cakes, mousses, sauces, pasta, quiche, some meats products, don't forget foods containing mayonnaise or brushed with egg wash.
Crustaceans	Seafood with legs e.g. prawns, lobster, scampi, shrimp paste
Sesame	In bread, tahini, hummus, sesame oil
Milk	Yogurt, cream, cheese, butter milk powder, bread products, products glazed with milk
Soya	As tofu or bean curd, soya flour and textured soya protein in some ice cream sauces desserts, meat product, vegetarian products
Celery	This includes celery stalks, leaves and seeds and celeriac. Celery salt, salads, some meat products, soups and stock cubes
Mustard	Including liquid mustard, mustard powder, and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products
Lupin	Lupin seeds and flour in some bread, breaded products and pastry
Molluscs	Seafood without legs e.g. mussels, weeks, squid, cockles, land snails, oyster sauce
Cereal Containing Gluten	Such as wheat, rye and barley, also check foods containing flour such as bread, pasta, cakes, meat products, sauces, breadcrumbs, stock cubes, foods, dusted with flour
Sulphites	In meat products, juice drinks, apple sauce, dried fruit (apricots) and vegetable, wine, and beer

Working with suppliers, allergen information is uploaded onto the recipe database (Catercloud). All Trust recipes are kept on this database where each ingredient is clearly listed.

Due to the possible severity of nut and peanut allergies, we will not knowingly serve foods containing nuts or peanuts, such as peanut butter, Nutella, nut oils and foods containing nuts within our schools.

Where we have been informed of a pupil with severe allergies or who has suffered from anaphylactic symptoms they will be categorised as **RED** and will be treated in line with the procedures set out. Other pupils with an intolerance will be categorised as **AMBER**.

Some families and pupils may have a dietary preference based on lifestyle choosing to exclude or include certain foods. These students will be categorised as **BLUE**.

Pupils with food aversions or requiring TMF meals will be categorised as **PURPLE**.

Working with our academies we will seek to make the relevant information available to parents/carers of pupils who have food allergies.

Photos and allergy requirements of pupils should be supplied by the academy to the catering team in hard copies, which are to be displayed within our kitchens. Catering teams are briefed on requirements and made aware of allergies and special dietary requirements.

Clear signage is displayed, specifically directing any pupil, staff member or visitor with allergy concerns to a member of our catering team.

Our teams have access to print outs from our recipe database (Catercloud). Further escalation of this process can be taken directly to the Catering Lead on site and subsequently to our team of Regional Catering Operations Managers and the Head of Services.

Special Diets

In order to ensure *that* the safety of pupils, particularly at primary school, the following procedures categorises the student depending upon their needs:

RED	severe reaction/anaphylactic symptoms disclosed
AMBER	food/allergen intolerance
BLUE	excludes foods due to lifestyle preference
PURPLE	pupils with food aversions or requiring TMF meals

RED	will have an agreed plated meal prepared and served if requested
AMBER	will be a suitable meal served from the counter
BLUE	will be a suitable meal served from the counter
PURPLE	will be a suitable meal served from the counter

Prior to the beginning of each academic year, the Academy must provide the Catering Lead with written confirmation of the pupils that have allergies or dietary requirements. In addition, the school must provide this information for new pupils or any changes throughout the year.

Best practice, to ensure that this information is clearly communicated to all of the Catering Team is to transfer the student's photo and details of the foods that **MUST NOT** be served onto the relevant Allergen Sheets – **RED**, **AMBER**, **BLUE** or **PURPLE**.

Ideally these sheets should be displayed in a prominent area of the catering unit, near to the service point, where staff can easily refer to them at service. However, they should not be in view of others, such as teachers, visitors and pupils. Where this is not possible then a file containing this information, in the same format, must be available. Whatever method is used all staff must be trained and made fully aware of it.

Once the information has been provided/updated, the Catering Lead will make contact with the parents in respect of completion of the Special Diets Information/Allergen Form.

RED Category Controls

Once the procedures above have been followed, and a menu agreed for the pupil, the following controls must be in place at all times:

- The Catering Lead must communicate to the kitchen when food for **RED** category pupils is being prepared.
- Where possible this should be in a separate area, if this is not possible, then separated by time from other foods containing allergens.
- Prior to preparation, the area and all equipment must be thoroughly cleaned using the two-stage

cleaning method and/or dishwasher to prevent cross contamination.

- When preparing the meals, the Catering Lead must thoroughly wash their hands and wear a disposable plastic apron over their uniform to prevent cross contamination. (The same control used when handling raw meat should apply).
- Care must be taken at all stages to prevent any allergen cross contamination including storage of ingredients, preparation, cooking and service.
- Once completed the meal must be plated and double wrapped in cling film, then clearly labelled with the pupil's name, date and dish description. If the cling film at any time is torn, removed or damaged the meal **MUST NOT** be served and immediately disposed of. It is the Catering Leads responsibility to check the dish before service to ensure that it is correctly covered and labelled.

The meal must be clearly identified to the members of staff responsible for serving the pupil, this information must be communicated directly to the staff by the Catering Lead during the pre-service briefing.

The meal must be served directly to the pupil by the nominated member of staff responsible for serving the pupil.

The Allergen Free Meals Sheet must be signed by the person who has prepared the meal and the person who has served the meal.

It is for the pupil's safety that the above procedures are followed at all times, if at any time this cannot be followed then the Catering Lead must agree an action with the school. A **RED** pupil can never be served food from the counter due to the risk of cross contamination, unless agreed by the parent and documented on the Special Diets Information/Allergen Form.

AMBER, BLUE and PURPLE Controls

Pupils that are **AMBER, BLUE or PURPLE** can be served from the counter ensuring that they are served the correct meal. Staff must be briefed before service by the Catering Lead using the Pre- Service Briefing Sheet.

For delivered Services the above procedures must be followed for **RED, AMBER, BLUE or PURPLE** pupils. Any **RED** meals need to be double wrapped in cling film and transported to avoid cross contamination, ideally in a separate container. If this is not possible, the parents of **RED** pupils must be made aware of transport arrangements and agree that they are sufficient. In addition, a completed accurate Allergen Matrix for all dishes must accompany the food being delivered for service. The matrix must be completed and signed by the production kitchen and handed to the service employees, who must sign upon receipt. This matrix must be kept for a period of six weeks.

Food Production and Service

It is important to reduce the risk of cross contamination with allergens in the general production and service of foods within the business. The following procedures are in place to reduce the risk:

- Cleaning work areas down, using two stage cleaning, in between preparing different foods.
- Ensuring all equipment and utensils are cleaned in-between usage.
- Storing ingredients and foods in closed and labelled containers, this includes the dry stores, fridges and freezers.
- Keep ingredients containing allergens separate from others.
- Washing hands thoroughly between preparing different foods.

Cooking can also result in cross contamination – such as chips cooked in the same oil as fish cannot be considered gluten or fish free.

When cooking allergen free foods, the use of separate clean oven cloths maybe needed to prevent cross contamination where relevant.

Due to nature of the catering business it is not possible to completely eliminate the risk of cross

contamination, unless a meal is produced for an individual in line with procedures for a **RED** category pupil.

At no time will the Trust make a 'free-from' claim.

Any allergens contained within the foods produced on site must be clearly communicated upon request. This information is produced in the form of an Allergen matrix and must be available for all foods in all catering units.

An accurate Allergen Matrix must be available for all foods served in the catering unit to ensure that verbal information is accurate and can be cross referenced.

Allergen Matrices for lunchtime service must be reviewed/updated each time the dishes are prepared within the menu cycle, the matrix must signed and dated.

Allergen matrices for services such as cold deli, hot deli, cakes must be reviewed at a minimum of once a term unless ingredients or product recipes have changed. The matrix must be signed and dated at each review. Staff should also be aware and vigilant of cross contamination during service, such as salad bars, unwrapped cakes sharing a display unit, serving utensils and spillages.

It is a legal requirement that any brought in pre-packed foods containing any of the key allergens must be clearly labelled to identify them. Some products may also contain the statement 'may contain' which highlights the possibility of cross contamination from the factory or production. These products will not be suitable for students with severe allergen risk due to the risk of cross contamination.

It is important that all foods be labelled to identify if they contain any of the key allergens, therefore, all in house produced will be labelled with the appropriate allergen label when stored in the fridge, freezer or dry stores. In addition, any foods that have been decanted from the original packaging will need to be labelled with the appropriate allergen label. Foods still in the original packaging do not need an allergen label as the manufacturer's information is available, even if opened, however they still need to be date labelled.

The Allergen Notice must be clearly displayed in a prominent position in all service areas advising that member of the Catering team can answers questions in relation to allergens in the food produced on site.

Hospitality Catering

When requesting catering provision, a Hospitality Request Form is required and it should clearly state if any persons attending have any allergies or special dietary requirements.

If required, separate foods must be prepared and labelled - following the procedures list in the **RED** category controls section. An Allergen Matrix needs to be completed for each booking to ensure that any allergen information can be accurately communicated upon request. This needs to detail each item being served.

If the hospitality is taking place during normal service times, then a sign needs to be displayed. For hospitality booking outside of normal service times or in remote locations then completed, accurate Allergen Matrix must be sent.

Allergen Investigation

Any Allergen incident or near miss must be report by the Catering Lead to their Regional Operations Manager immediately on the Allergen Incident Form. All incidents will be investigated by the Catering Compliance Manager within 24 hours of the incident occurring, to establish the root cause of the incident. This includes a review of procedures, catering staff knowledge and compliance with procedures. Once completed the findings will be communicated to the Head of Services for any required action.

Training

All catering staff must complete the relevant training necessary in order to keep our pupils, staff and visitors safe and support the effective implementation of the Allergen Procedure. This includes:

Allergen Induction Training

All catering staff complete this either pre employment or on Day 1 of employment.

- Introductions to Allergens
- The importance of allergen management and controls
- How allergen information is provided within our Academies

Allergen Procedures

This training is completed by all catering staff involved in food production and service. The roles and responsibilities section will vary depending who is being trained. This is completed during Week 1 where necessary.

- Allergen procedures, recipes and allergen matrices.
- Roles and responsibilities in dealing with allergens.
- Red, Amber, Blue and Purple category pupils and relevant procedures.
- Risk of cross contamination when storing preparing and serving foods and relevant controls.
- Supporting documentation.

Online Allergen Training

All employees complete the online Allergen training within the first week of employment. The training includes:

- The 14 food allergens
- Symptoms of an allergic reaction
- The law concerning allergens
- How to help someone suffering from an allergic reaction

Refresher Training – as required, minimum once a year.

All training is completed and recorded on the National College.

Dealing with Severe Allergic Reaction

When someone has an allergic reaction to a food it is important that all staff should know what to do.

Important - Warning signs

It is not always clear if someone is having an allergic reaction because other serious conditions can have similar symptoms.

However, warning signs to look out for are:

- if they are finding it hard to breathe
- if their lips or mouth are swollen
- itching around the mouth
- wheezing
- rashes
- vomiting
- diarrhoea
- may collapse

If the above occurs, follow the Academy First Aider procedures.